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2-2013

### Patient Care News: February 2013

St. Cloud Hospital

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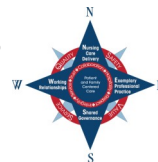


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# Patient Care News

February 2013



## St. Cloud Hospital Patient Safety Alert

*Beth Honkomp, Director, Quality/Patient Safety on behalf of the Patient Safety Committee*

**Situation:** With the recent renumbering of patient rooms, there has been some confusion between north and south rooms with the same room number.

**Background:** The confusion/concern was shared at the Patient Safety Committee on 10/22. Based on the examples shared and suggestions received, the Patient Safety Committee felt it was necessary to remind all staff about the use of two unique identifiers for patient identification.

**Assessment:** With the change in room numbering, reinforcement of the use of two unique identifiers is essential.

**Recommendation:** The use of two unique identifiers will alleviate dependence on room numbers as validation of the correct patient.

Remember, when referencing room numbers for purposes other than patient identification, always use the letter prefix, i.e., "N" or "S" before the number. **DO NOT DEPEND ON ROOM NUMBERS TO IDENTIFY YOUR PATIENTS.**

Please report all incidences of patients being placed in the incorrect room. Reporting these events will allow better tracking to assist in future analyses and addressing system issues. Thank you.

## Daisy Award Honoree

**Janine Rudnitski, RN, Kidney Dialysis/Princeton.** Comments from her nominations included: Janine is approachable and available to patients. She makes time to listen intently; offering real solutions not "pat" answers. Janine places a high value on the comfort and well being of our patients. Janine welcomes calls and visits from patients and family. She is respectful and thorough in her communications and values opinions of outside caregivers. Janine also collaborates with techs and LPNs to reach optimum outcomes. As our core charge nurse, Janine has created an atmosphere of mutual respect and high expectations. Gossip and negativism are just not part of the work day in our unit. Janine has excellent assessment skills, quickly understanding needs and implementing a proper course of action. She is exceptionally calm, confident, insightful and efficient during an emergency. She is an example for all us.



A SCH DAISY nurse demonstrates compassion and clinical excellence for his/her patients and families using patient and family centered principles and is an outstanding example of the core values of SCH through their daily work. Throughout the year, St. Cloud Hospital (SCH) employees, Medical Staff, patients and their families can nominate a nurse for the DAISY Award. SCH LPNs, RNs, and APRNs working in designated care centers or employed by SCH are eligible for the award. To nominate a nurse or learn more about the DAISY award, go to CentraNet/Recognition/DAISY Award, download a form, fill it out and send to Brenda Ackerman in Administration.

## Requesting an Interpreter

*Rosemond Sarpong Owens, Health Literacy/Cultural Competency Specialist*

To Request an in-person, contact The Bridge Language Service:

Phone: (320) 259-9239 or 1-800-835-6870

Fax: (320) 654-1698 or 1-800-468-0166

Pager: (320) 260-6572 (emergencies/after hours)

To Request an Interpreter over the phone (Language Line), call CyraCom at (800) 481-3293.

If you are having problems connecting with the interpreter, contact the St. Cloud Hospital Customer Contact Center by dialing "0" and they will arrange the service for you.

## Organ Donation/Recipient Stories Needed

We are looking for CCHS employees who have been impacted by the gift of organ, tissue or eye donation.

By sharing your story, you educate and inspire others to donate by showing how important donation is and how it impacts the lives of others. For details, please contact Chris Nelson at ext. 71384 or [nelsonc@centracare.com](mailto:nelsonc@centracare.com).

## All About the WOC Nurse

Submitted by: Kimberly Schuster, WOCN

**General information:** The WOC nurses are available for inpatient consultations Monday-Friday from 8am-4:30pm. WOC nurses can be reached by SpectraLink at 59417 and 59447. If you need assistance during the night or weekend hours, and your unit resources cannot help you, please contact the nursing supervisor.

**How Consultations Work:** In order for the WOC nurses to be aware of a skin issue or ostomy on a patient, you need to place a WOC consult through EPIC. When placing a consult, please include **All** skin insults that need to be seen. For example if the consult states "reddened heel" but the patient also has a right arm skin tear, the WOC nurse will only be assessing the heel because that is all they were asked to look at. The WOC nurses **Do Not** routinely perform a head to toe assessment on each patient they are consulted for. If nursing staff are able to get a verbal order from the attending physician for the consult, this is considered an "Evaluate and Treat" order. This gives the WOC nurse the ability to order certain treatments for the patient without requiring contacting the physician first: for example Calmoseptine cream or Nystatin powder.

**Follow-up Care:** It is at the WOC nurses discretion to determine when a patient needs to be followed up with again. Typically patients are seen by the WOC nurse on a weekly basis, with interventions or dressing change instructions outlined on the care plan and also in their written note. It is the RN responsibility to implement the interventions outlined on the care plan. For example: performing dressing changes, ordering of supplies, and routine ostomy care. If you notice a new skin insult or you feel the current skin issues are worsening, please place a new consult through EPIC. This is the most efficient way to communicate needs to the department. VAC dressing changes are routinely done on Mondays, Wednesdays, and Fridays by the WOC nurse.

### A few helpful reminders:

- There will be a statement in the care team communication when the last time the WOC nurse has seen the patient and/or updated the care plan.  
(Example: Please see care plan and/or note for WOC recommendations. Updated: 01/09/2013)
- There is a Wound Report in EPIC that can be utilized. It has all the patients documented wounds, and the most recent WOC note.

## Upcoming Education & Professional Development

### February 2013:

- 6 Neonatal Resuscitation Program, 8:00am-12pm and 1:00-5:00pm, Birch Room
- 8 Basic Life Instructor Initial Course, 8:30am-5:00pm, Skyview Conference Room
- 19 AHA Advanced Cardiac Life Support (ACLS) Refresher Course, 2:00-10:30pm, Windfeldt, Plaza
- 21/22 Basic Electrocardiography (Basic ECG), 8:00am-4:00pm, Skyview Conference Room
- 25/26 CRRN Rehab Cert Review Course (Prepare for the Certification Exam), 7:45am-4:45pm, Hughes Mathews, Plaza
- 26 AHA Advanced Cardiac Life Support (ACLS) Initial Course, 7:30am-8:30pm, Spruce
- 28 American Heart Association PEARS, 8:30am-3:30pm, Skyview

## Clinical Ladder

Congratulations to the following RNs for achieving and/or maintaining their Level III Clinical Ladder Status:

### Traci Berns, RN                      Surgical Care

PI Committee Member  
Presented at RN Orientation Day: Nursing Process  
Preceptor

### Laura Karnik, RN                      Intensive Care

CPCC/CNP Member  
Preceptor  
CCRN Certification

### Brenda Eveslage, RN                      Chemo/Infusion

Lead Journal Club Sessions  
Teach Chemotherapy Pt/Family Education Classes  
PI Audit on "Patient Hourly Rounding"

### Sherry Sonsalla, RN                      Center for Surgical Care

Chair of Unit Based Employee Engagement Committee  
Presentation to Staff on "Biohazard Precautions"  
ANCC Certification